

# CountyCare Metrics

*Prepared for: Cook County Health Board of Directors*

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# Current Membership

Monthly membership as of January 7, 2019

Category	Total Members	ACHN Members	% ACHN
FHP	217,421	23,393	10.8%
ACA	73,518	15,454	21.0%
ICP	29,657	6,599	22.3%
MLTSS	5,430	0	N/A
<b>Total</b>	<b>326,026</b>	<b>45,446</b>	<b>13.9%</b>

ACA: Affordable Care Act  
FHP: Family Health Plan

ICP: Integrated Care Program  
MLTSS: Medicaid Long-Term Service and Support



# Managed Medicaid Market

Illinois Department of Healthcare and Family Services November 2018 Data

Managed Care Organization	Cook County Enrollment	Cook County Market Share	State Total Enrollment
*CountyCare	333,488	31.7%	333,488
Blue Cross Blue Shield	241,346	22.9%	393,554
Meridian (a WellCare Co.)	248,562	23.6%	847,368
IlliniCare	109,239	10.4%	347,149
Molina	70,025	6.6%	221,202
*Next Level	50,472	4.8%	50,472
<b>Total</b>	<b>1,053,132</b>	<b>100.0%</b>	<b>2,193,233</b>

\* Only Operating in Cook County



# 2018 Operations Metrics: Call Center & Encounter Rate

Key Metrics	State Goal	Performance		
		Sep	Oct	Nov
<b>Member &amp; Provider Services Call Center Metrics</b>				
Abandonment Rate	< 5%	0.49%	0.79%	0.39%
Hold Time (minutes)	1:00	0:04	0:06	0:05
% Calls Answered < 30 seconds	> 80%	97.21%	95.39%	95.22%
Claims/Encounters Acceptance Rate	95%	97.87%	95.74%	95.74%



# 2018 Operations Metrics: Claims Payment

Key Metrics	State Goal	Performance		
		Sep	Oct	Nov
<b>Claims Payment Turnaround Time &amp; Volumes</b>				
% of Clean Claims Adjudicated < 30 days	90%	94.0%	94.2%	95.6%
% of Claims Paid < 30 days	90%	79.2%	35.2%	62.5%
Total Claims Adjudicated	N/A	414,549	397,673	452,893



# 2018 Operations Metrics: Overall Care Management Performance

Key Metrics	Market %	Performance		
		Sep	Oct	Nov
<b>Completed HRS/HRA (all populations)</b>				
Overall Performance	40%	52.7%	53.4%	57.0%
<b>Completed Care Plans on High Risk Members</b>				
Overall Performance	65%	68.6%	69.7%	64.7%

- CountyCare's high risk percentage exceeds the State's requirement of 2% for Family Health Plan and 5% for Integrated Care Program.

